

Catawba County  
Department of Social Services

**Outcomes 2008-2009**

# **Outcomes Directory 2008-2009**

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## ADMINISTRATIVE SUPPORT

### Mission

Enhance services provided by the Agency through a commitment of effective and efficient business practices that supports the best possible experience for the customer.

### Vision:

Exceed the expectations of our customers by providing a professional work environment and the tools necessary to excel.

**Goal:** Social Services will operate with the highest standards of effectiveness and efficiency.

***Board Outcome:*** Increase staff efficiency and effectiveness by implementing 10 technological solutions that will create an average time saving of 25% (or financial Savings greater than 10%) over existing practices as a result of simplifying, enhancing or automating work processes by June 30, 2009.

## **FAMILY AND CHILD SERVICES**

### **Child Protective Services / Family Preservations**

#### **Mission:**

Vulnerable children in Catawba County will experience safe, permanent, and nurturing families.

#### **Vision:**

Children in Catawba County will have safe, stable and permanent families who will nurture, provide for their child's physical, medical, emotional and educational needs, and encourage children to reach their full potential.

**Goal:** Vulnerable citizens are in safe, nurturing, financially stable environments.

***Board Outcome:*** In order to assure that the safety of children is sustained over time, at least 85% of families (1727 of 2032-consistent with FY 2007-8) will not experience a new incident of child maltreatment within 12 months of a previous incident by June 30, 2009.

***Board Outcome:*** At completion of CPS in-home services during FY 2008-9, 90% (351 of 390) of families will demonstrate the needed skills and capacity to care safely for their children through a reduction of needs and an increase of strengths as noted on the NC Family Risk Assessment Tools.

### **Prevention**

#### **Mission**

To promote self-sufficiency for families in Catawba County through education and the prevention of teen pregnancy, family violence, poverty, neglect and other risk taking behaviors.

#### **Vision:**

Children and families in Catawba County will thrive and realize their potential in safe, affirming and enriching environments.

**Goal:** Children and families will have access to nurturing, education, support and treatment services to maximize family functioning.

***Board Outcome:*** 99% [approx.396 of 400] of Teen Up/Upward Connection participants [high risk youths ages 10-17] will not become or cause a pregnancy during FY 2008-2009 compared to 98% of Catawba County's 2006 general population of 10-17 year olds.

## Permanency Planning

### Foster Care

#### Mission:

To ensure safe, permanent, nurturing families for children.

#### Vision:

Each child in Catawba County shall have a permanent sense of belonging to a family that provides and promotes security, good health, adequate nutrition, safety, desirable spiritual growth, quality education and hope for the future.

**Goal:** Vulnerable children are in safe, nurturing, financially stable environments.

***Board Outcome:*** 73% (approximately 47 of 65) of foster children reunified during FY 2008-09 will do so within 12 months as compared to the state's average of 58%, the federal expectation of 76.2%, and our most recent internal measurement of 70.15%.

### Family Builders of Catawba Valley

#### Mission:

To ensure safe, permanent, nurturing families for children.

#### Vision:

Every child will have a permanent family.

**Goal:** Vulnerable Children are in safe, nurturing, financially stable environments.

***Board Outcome:*** To ensure a stable placement, increase from 85% to 90% (157 of 172) of children in agency custody for less than 12 months realizing 2 or fewer placements (excluding hospitalizations and training school placements) in agency approved homes compared to the federal benchmark of 86.7% and state performance of 88.11%.

### Residential Services

#### Mission:

Youth receiving residential services are provided a safe and nurturing group home environment in order to promote positive family functioning.

#### Vision:

Youth and families in Catawba County will have a safe and nurturing environment in which to learn skills in order to maximize positive family functioning.

**Goal:** Children and families will have access to nurturing, education, support and treatment services to maximize family functioning.

***Board Outcome:*** 85% (38 of 45) of youth served in the group homes (Andrea's Place, Blevins, Corner House I and II) will demonstrate improved behaviors on the Child Behavior Checklist (CBCL) and Youth Self Report (YSR) (Achenbach, 2001) as measured by a drop in T-score of ten (10) points (equivalent to twice the level of improved behavior normally associated with youth residing in group care).

## **Family N.E.T (Nurturing, Educational and Treatment Services)**

### **Mission**

To provide a comprehensive network of nurturing, educational and treatment services to enhance the emotional, behavioral and interpersonal functioning of children, youth and their families in Catawba County.

### **Vision:**

To provide the highest quality services possible while recognizing each person's right to make informed choices, respecting the dignity of the individual, promoting family involvement and empowering each individual to achieve within the limits of his or her capabilities.

**Goal:** Children and families will have access to nurturing, education, support and treatment services to maximize family functioning.

## **Administrative Office Support**

### **Mission:**

To exceed the customer's expectations through prompt, courteous customer service while assisting Family N.E.T. in realizing fiscal sustainability.

### **Vision:**

To realize fiscal sustainability.

**Goal:** Social Services will operate with the highest standards of effectiveness and efficiency.

**Board Outcome:** To insure maximized funding and efficient use of resources, 40 of 44 (90%) direct care staff employed more than 6 months will realize 100% productivity by June 30, 2009 (maintaining the level identified in FY 07-08).

## **ACT Program**

### **Mission**

The ACT Program assists families and children (grades K-8) in learning appropriate behavior skills in order to be successful in a regular school setting, home and the community.

### **Vision:**

All children in Catawba County will be successful in a regular school setting, home and community.

**Goal** Children and families will have access to nurturing, education, support and treatment services to maximize family functioning.

**Board Outcome:** To insure a successful return to regular school, 60% (sustaining the current level) of children referred to the ACT Program who have a sole diagnosis of mental illness (12 of 20) will be discharged from the Program within eighteen months of their date of admission with only 8% returning during FY 2008-9.

## **Children's Services**

### **Children Outpatient Services**

#### **Mission:**

To provide children and families with education and treatment in order to improve family school and social functioning.

#### **Vision:**

Children and families in Catawba County will achieve emotional, behavioral, and interpersonal well-being.

**Goal:** Children and families will have access to nurturing, education, support and treatment services to maximize family functioning.

**Board Outcome:** To demonstrate improved social, family and/or school functioning, 85% (170 of approximately 200) of children served in schools and clinics will demonstrate at least a 10 point decrease in total score on the Child and Adolescent Functional Assessment Scale (CAFAS) after 6 months of outpatient treatment or upon completion of all outpatient treatment services during FY 2008-09. (This is an increase from 80 percent during fiscal year 2007-2008).

### **Department of Human Resource Team**

#### **Mission:**

To provide preventative interventions and reduce barriers so that children may be successful at school.

#### **Vision:**

Children and families in Catawba County will achieve emotional, behavioral, and interpersonal well-being.

**Goal:** Children and families will have access to nurturing, education, support and treatment services to maximize family functioning.

**Board Outcome:** In order to improve future opportunities for academically vulnerable students, 95% (approximately 137 of 145) of students (increased from 92% last year) receiving DHR social work services for at least two grading periods will demonstrate academic growth based upon eligibility for promotion to the next grade level during FY 2008-09.

### **Early Childhood Support/Development Team (ECST)**

#### **Mission:**

Provides support services to children ages 0-5, their families, and childcare providers so that all children can be ready to enter kindergarten.

#### **Vision:**

All children ages 0-5 in Catawba County will be safe, healthy, and ready to learn in kindergarten.

**Goal:** Children and families will have access to nurturing, education, support and treatment services to maximize family functioning.

**Board Outcome:** To promote social adjustment of young children, 90% of children (approximately 21 of 24) who complete services with the Clinical Specialists in FY 2008-2009 will demonstrate an increased ability to meet his/her needs, increased ability to express feelings with appropriate words and actions, and stronger relationships with significant adults as measured by the Devereux Early Childhood Assessment.

## **Adolescent Services**

### **Mission:**

Enhance the emotional, behavioral, and interpersonal functioning of adolescent and their families in Catawba County

### **Vision:**

Catawba County at-risk youth and families will be productive, law-abiding, and substance-free at home, school, the work place, and in the community.

**Goal:** Children and families will have access to nurturing, education, support, and treatment services to maximize family functioning.

## **Adolescent Outpatient Services**

***Board Outcome:*** National studies indicate the best treatment programs reduce recidivism of court-involved youths by 25-80%. 80% of court-involved youth (approximately 75 of 90) who receive outpatient treatment services (individual, family, and/or group therapy), for at least 10 sessions beyond the initial evaluation, will have no new juvenile legal charges while in the Family NET treatment program, within the fiscal year 2008-2009.

## **In-Home Services**

### **Intensive In-Home Services**

### **Mission:**

To provide a comprehensive network of nurturing, educational, and treatment services to enhance the emotional, behavioral and personal functioning of children, youth and their families.

### **Vision:**

Catawba County at-risk youth and families will be productive, law abiding, and substance-free at home, school, the work place, and in the community.

**Goal:** Children and families will have access to nurturing, educational, support, and treatment services to maximize family functioning.

***Board Outcome:*** As compared to the 2002 study by Blythe and Jayanarte showing that 17% of non-IIHS involved Michigan families remained intact, 60% of the children served in Catawba County through Intensive In-Home Services (IIHS) teams (approximately 22 of 36) will remain in the home 6 months following completion of services.

## **Family Preservation**

### **Mission:**

To help parents and children remain together in a safe environment.

### **Vision:**

All families will build on their strengths to create a safe environment that will allow them to thrive and become contributing members of society.

**Goal:** Children and families will have access to nurturing, educational, support, and treatment services to maximize family functioning.

***Board Outcome:*** To insure a safe and nurturing environment of children 89% (up from 88%) of families (projected 40 of 45) completing Family Preservation Services during FY 2008-2009 will not have their children enter Social Services foster care system for



at least six months after the completion of services. This compares to a study by Home Builders that examined 15,000 families and found that 86% of families completing services did not have any need for further services after completing the program.

### **Post Adoption Services**

#### **Mission:**

Enhance the emotional, behavioral and interpersonal functioning of adoptive families.

#### **Vision:**

All adoptive families in Catawba County will maintain for their children, a permanent sense of belonging to a family that provides safety, security, well-being, and hope for the future.

**Goal:** Children and families will have access to nurturing, educational, support, and treatment services to maximize family functioning.

**Board Outcome:** 97% (as compared to the national average of 95%) of adoptive children and their families actively involved with services (92 of 95) will not experience a disruption (legally dissolve) during FY 2008-09.

## **WORK FIRST – ECONOMIC SERVICES**

### **Work First Unit**

#### **Mission:**

To enable Work First recipients and applicants to become and remain self-sufficient by linking them with resources and skills, and to allow them to take responsibility for themselves and their families.

#### **Vision:**

All Catawba County families will demonstrate personal responsibility and will have the resources needed to meet their basic needs – food, clothing, shelter, and medical care.

**Goal:** Citizens will become or remain economically independent.

***Board Outcome:*** To help citizens become productive and avoid welfare, we will assist 75 Work First participants (75% of the potential pool vs. 64% in FY 2007-8) find employment during FY 2008-09.

***Board Outcome:*** To help citizens avoid welfare dependency, 25% (225 of 900) of Work First applications will be diverted from the traditional Work First program during FY 2008-09 (versus the State's benchmark of 20% and our internal rate of 25% during FY 2007-08).

### **General Assistance**

#### **Mission:**

Prevent dependence on public assistance by providing short-term crisis assistance to eligible citizens.

#### **Vision:**

Citizens of Catawba County will have access to resources during a crisis through public/private assistance.

**Goal:** Citizens will become or remain economically independent.

***Board Outcome:*** Alleviate crisis situations for 3500 + citizens by coordinating cooperating and collaborating with Eastern Catawba Cooperative Christian Ministries, Hickory Cooperative Christian Ministries and Salvation Army by assisting citizens with rent, utilities, medications, medical supplies as well as providing direction and referral to services that provide emergency assistance with food and shelter in FY 2008-09.

## **ADULT SERVICES**

### **Intake / Adult Protective Services**

#### **Mission:**

To protect vulnerable and disabled Catawba County adults from abuse, neglect and exploitation through provision of services empowering them to achieve maximum independence.

#### **Vision:**

Catawba County Citizens will live healthy, independent and productive lives, free from abuse, neglect and exploitation.

**Goal:** Frail elderly and disabled adults are safe and have opportunities to remain in their homes.

***Board Outcome:*** Ensure 100% (projected 140) of disabled adults in Catawba County who have been abused, neglected, exploited or declared incompetent are protected through the provision of emergency or essential services that safeguard the adults' rights and resources in FY 2008-09.

## **Nutrition Services**

#### **Mission:**

To improve the quality of life of seniors by providing them the choice to remain at home through the provision of nutritious meals, education, socialization, health and wellness activities and community volunteer support.

#### **Vision:**

All Catawba County citizens, 60 years of age and older, will have the necessary resources to choose to remain in their own homes.

**Goal:** Frail elderly and disabled adults are safe and have opportunities to remain in their homes.

***Board Outcome:*** 5% of the 60+ aged Catawba County population (1240 persons) will receive nutrition services and experience health/nutrition awareness, reduced isolation and increased independence by June 30, 2009.  
(Benchmark: 2.2% is the average percentage of the 60+ population receiving the same services in comparable counties.)

## Adult Assistance

### Mission:

To assist aged, disabled, and blind individuals with access to and cost of medical care by timely and accurately determining Medicaid/Special Assistance eligibility.

### Vision:

Catawba County adult population will live a healthy life and access quality medical care.

**Goal:** Social Services will operate with the highest standards of effectiveness and efficiency.

***Board Outcome:*** Assist the elderly and disabled Catawba County population in gaining access to medical care by identifying and serving 74% (6,344 of 8,573) of eligible citizens with Medicaid benefits by June 30, 2009, compared to the county's current participation rate of 70.4% and the state's benchmark of 71.7%.

## Carolina ACCESS

### Mission:

To provide Medicaid customers with access to medical attention.

### Vision:

Medicaid customers have access to adequate, appropriate, and timely health care to meet preventive and urgent medical needs.

**Goal:** To operate with the highest standards of effectiveness and efficiency.

***Board Outcome:*** Ensure medical access to 80% (approximately 13,655), compared to the statewide average of 76.25%, of Catawba County Medicaid managed care eligibles by maintaining an 80% physician participation rate during FY 2008/2009.

## Transportation Services

### Mission:

Prevent transportation from being a barrier for Medicaid eligible Catawba County citizens accessing medical services.

### Vision:

Catawba County citizens will have access to medical care.

**Goal:** Social Services will operate with the highest standards of effectiveness and efficiency.

***Board Outcome:*** Assist Medicaid eligible Catawba County citizens in accessing medical services by arranging and/or providing transportation to 14,750 individuals consisting of 22,900 trips (versus an average of 14,300 trips in similar counties) during FY 2007-08.

## **FAMILY SUPPORT**

### **Child Support**

**Mission:**

To ensure that Non-Custodial parents acknowledge and provide support for their children.

**Vision:**

All parents will be responsible for providing support and stability for their children.

**Goal:** Vulnerable Children are in a safe, nurturing, financially stable environment.

***Board Outcome:*** To assure that children receive the financial support of their parents, the Child Support program will increase the annual child support Collection Rate from 74% to 75% during fiscal year 2008-2009 as compared to the statewide average of 66% and latest internal FY measurement of 74.7%. (Measured by the year-end State Child Support Report.)

***Board Outcome:*** To assure that children are financially supported by both parents. 90% of the children who need a Child Support order for support will have one during fiscal year 2008-2009 as compared to the statewide average of 83.5% and internal average of 90.6% during FY 07-08. Measured by Data Warehouse and XPTR Reports.

### **Family Medicaid / Health Choice**

**Mission:**

To assist families and children in obtaining access to medical services by quickly and accurately determining their eligibility for Medicaid / NC Health Choice for Children and providing information to citizens to help them obtain medical services.

**Vision:**

All Catawba County families will have access to medical and dental services.

**Goal:** Social Services will operate with the highest standards of effectiveness and efficiency.

***Board Outcome:*** To identify and serve 82% of Catawba County's uninsured/potentially eligible children with Medicaid or North Carolina Health Choice by June 30, 2009 (12,157 of 14,825 children) compared to the county's current participation rate of 79% and the states 79%.

## **Food Assistance / Program Integrity**

### **Mission:**

To efficiently provide food assistance to eligible families and connect them to needed resources.

### **Vision:**

All Catawba County families will have their nutritional needs met.

**Goal:** Social Services will operate with the highest standards of effectiveness and efficiency.

***Board Outcome:*** To assure that nutritional needs of families are met, maintain a participation rate of 90% of eligible citizens in FY 2009. (As compared to 69.3% statewide.)

***Board Outcome:*** To assure that tax dollars are used appropriately and families receive the correct benefits, the Food Assistance staff will maintain an accuracy rating of ninety-eight percent 98% as evaluated by state quality control monitors and local resource management review during FY 2007- 08. (The Federal goal is currently at 94.16% accuracy rating.)

## **Public Assistance**

### **Mission:**

To provide public assistance to eligible Catawba County citizens to help with assisted living, needs of the blind, and medical attention as required by State and Federal laws and regulations.

### **Vision:**

All Catawba County families will demonstrate personal responsibility and will have the resources needed to meet their most basic needs - food, clothing, shelter, medical and child care

**Goal:** Citizens will become or remain economically independent.

***Board Outcome:*** Provide opportunities and services for senior and disabled citizens to remain in their own homes with the provision of Community Alternatives Program services in lieu of nursing home placement which will result in the avoidance of \$3,000,000 (increase of 63.14% from 06/07) of Medicaid expenditures (\$2,840,400 federal and state, \$159,600 county share) during FY2008-2009.



# **CHILDREN'S PURCHASE OF SERVICES**

## **Day Care**

### **Mission**

To support the independence of Catawba County families by ensuring access to safe, quality, affordable child care, allowing responsible adults to secure and maintain employment in order to meet the basic needs of their children.

### **Vision:**

All families will have an understanding of quality child care and have resources available to select the most appropriate child care arrangement for their future. Adult members of the family will go to work each day knowing that their children are in a safe, nurturing, quality environment where they can learn and grow.

**Goal** Vulnerable children are in a safe, nurturing, financially stable environment.

***Board Outcome:*** To support the economic independence of Catawba County parents/caretakers, an average of 28% (1800 of 6395) of the potentially eligible Catawba County Children will be assisted monthly by day care scholarships. This compares to 23.3% of potentially eligible children currently served statewide. (Conditioned on the availability of state and federal funds.)